


## ***REVISION B***



# **Administer George M. Low Award Program**

  
Michael A. Greenfield, Ph.D.  
Acting Associate Administrator for  
Safety and Mission Assurance

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Date

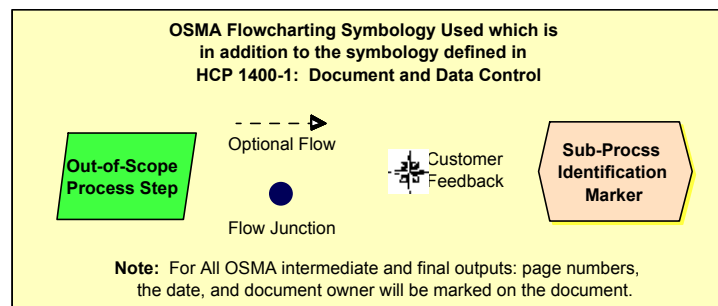
## DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 13, 2000	
Revision	A	April 14, 2000	Editorial corrections to Section 1, Definition 3.3, and reference 4.2; Added step 6.10 (new number) and 1 <sup>st</sup> Quality Record. Modified Section 5 flowchart and steps 6.04, and 6.07 through 6.11.
	B	February 1, 2002	Added customer list, customer feedback to sections 5 and steps 6.02 and 6.11& 6.08. Editorial correction to step 6.01.

HQOWI Author: Q/Geoff Templeton

OSMA Staff Member Responsible for this HQOWI: Q/Fred Gregory

Customers for this HQOWI: Internal: NASA Administrator and AA/SMA  
External: none



## 1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HQOWI) is to document the process used to nominate and select the annual George M. Low (GML) Award winners. Appendix A of this HQOWI is an example of the annual GML Award Brochure containing the nomination responsibilities, format requirements, categories and classifications, eligibility requirements, milestone schedule, process participants, evaluation factors (criteria), and scoring guidelines. This HQOWI also specifies the Quality Records associated with the process.

## 2. Scope and Applicability

This OSMA HQOWI addresses the OSMA actions with the George M. Low (GML) Award. The HQOWI is applicable to the GML Program Manager and the AA/SMA who participate in the nomination, evaluation, and selection process for annual GML Award winners.

## 3. Definitions

- 3.1. AA/SMA: Associate Administrator for Safety and Mission Assurance.
- 3.2. Center Quality Management Associates (QMA): Center personnel designated by Center Management to represent the Center in GML activities.
- 3.3. Evaluation Factors: The Evaluation Factors are the seven criteria that are used to evaluate and score GML Award nominees. (See Appendix A for Sample)
- 3.4. GML Award: The George M. Low (GML) Award is the premier quality and productivity award in the aerospace industry. The presentation of the award signifies NASA's recognition that the award recipient has demonstrated excellence and outstanding achievements in quality and performance. The award is presented to NASA prime and subcontractors in both the large and the small business classifications and in both the product and the service categories.
- 3.5. GML Award Panel of Judges: The Panel of Judges is composed of the four Strategic Enterprise Associate Administrators and the Associate Administrator for Safety and Mission Assurance. The Panel of Judges selects the annual GML winners.
- 3.6. GML Award Program Manager: The GML Program Manager administers the program and acts as technical advisor to the Panel of Judges, the Validation Board, and the Strategic Enterprise Review Council.
- 3.7. GML Award Validation Board: Representatives from the four Strategic Enterprises, and individuals selected the Centers, who evaluate the semi-finalists, and select up to eight finalists to receive a site visit. The Board also recommends winners to the GML Award Panel of Judges.
- 3.8. Strategic Enterprise: As defined in NPD 1000.1: *NASA Strategic Plan*, there are four Strategic Enterprises within NASA: Human Exploration and Development of Space, Aero-Space Technology, Space Science and Earth Science.

- 3.9. Strategic Enterprise GML Award Review Council: Representatives from the Centers and the Strategic Enterprises screen the Center GML Award nominees and selects up to 12 semi-finalists.

#### **4. Reference Documents**

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HQOWI.

- 4.1. [NPD 1000.1: NASA Strategic Plan](#)
- 4.2. [NPG 3451.1: NASA Awards and Recognition Program \(Appendix B\)](#)
- 4.3. The annual GML Nomination Guidelines.  
NOTE: The 2000 GML Award Guidelines Document is included as an example in Appendix A.

The flowchart illustrates the GML Award Process, starting with 'Initiate process' and ending with 'Closeout'. The process involves several key steps and stakeholders:

- Initiate process** (6.01)
- Develop & Publish Award Guidelines** (6.02)
- Initiate Call for Nominations** (6.03)
- Send Call for Nominations** (6.04)
- Forward Call for Nominations** (6.04)
- Advance Copy to Center QMAs** (6.05)
- Receive HQ Nominations** (6.06)
- Facilitate GML Award Processing** (6.07)
- Update Semi-Finalist Data** (6.08)
- Set-up Site Visits** (6.09)
- Support Site Visits** (6.1)
- Judges Select Winners** (6.11)
- Closeout** (6.12)

Key documents and outputs include:

- Annual Guidelines**
- Call for Nominations**
- Call**
- HQ Nominations**
- HQ Codes Provide Nominations**
- Centers Provide Nominations**
- Strategic Enterprise Review Council Select Semi-Finalists**
- Validation Board Selects Finalists**
- Notification of Selection as a Semi-Finalist**
- Finalists**
- Validation Board Visits the Sites**
- Panel of Judges Selection Letter**
- Administrator Approves and Presents Awards**

The process is managed by the **GML Award Program Manager**, with input from the **AA/SMA & Panel of Judges**, **Center Directors & HQ AAs**, **Strategic Enterprise Review Council & Validation Board**, and the **NASA Administrator**.

## 6. Procedure

### 6.01 GML PM Initiate Process:

Begins the process to select winners in the 1<sup>st</sup> Quarter of the calendar year.

### 6.02 GML PM Develop and Publish GML Nomination Guidelines:

The GML PM reviews the guidelines and publicity information from the previous GML Award(s), updates for current cycle and sends to printer. Appendix A contains an example of the GML Nomination Guidelines. (Internal Customer Feedback)

### 6.03 GML PM Initiate Call for Nominations:

Call for nominations is drafted and forwarded to AA/SMA for approval and signature. The call also includes a request for Validation Board Members.

### 6.04 AA/SMA Send Call for Nominations:

AA/SMA sends the call for nominations to all Headquarters AA's.

*The Strategic Enterprises will forward the Call on to their Centers and Programs for action. Center nominations are forwarded directly to the Strategic Enterprise Review Council.*

*The Strategic Enterprises and other Headquarters AAs obtain nominees which are returned to GML PML.*

### 6.05 GML PM Advance Copy to Center QMAs:

The GML PM sends an advance of the Call for Nominations to the Center QMAs so that they may begin work.

### 6.06 GML PM Receive HQ Nominations

Receive nominations from Headquarters AA's who are not Strategic Enterprises. The GML PM ensures that nominations are complete in accordance with the published award guidelines and forwards them on to the GML Strategic Enterprise Review Council for continued processing. Strategic Enterprise nominations are brought directly to the GML Strategic Review Council by the Strategic Enterprise.

### 6.07 GML PM Facilitate GML Award Processing

The GML PM works with each of the GML associated personnel (this includes the personnel listed in each group listed in Section 3 above) to ensure that the GML Award processing remains on schedule and within guidelines.

*GML Strategic Enterprise Review Council evaluates and scores the nominations and selects up to 12 semi-finalists who are referred to the GML Validation Board.*

6.08 GML PM Update Semi-Finalist Data:

The GML PM sends a letter to each Semi-Finalist informing them that they are a semi-finalist and requesting that they update their nomination information and resubmit to the GML PM. After the updated information is received, it is forwarded to the GML Validation Board.

*GML Validation Board meets and reviews nominations and selects up to eight finalists for further review and a site visit.*

6.09 GML PM Set-up Site Visits

The GML PM arranges Validation Board site visits to the finalists. During the site visits, the GML PM participates as the technical consultant to the Validation Board.

*The Validation Board visits each of the Finalists and prepares a recommendation on each Finalist as. Validation board forwards the recommendations to the GML PM.*

6.10 GML PM Support Site Visits

The GML PM creates a workbook of Validation Board findings. The workbook is given to the Panel of Judges.

6.11 AA/SMA Judges Select Winners

AA/SMA calls a meeting of the GML Panel of Judges to select up to four winners. The GML PM works with the GML Panel of Judges and the NASA Administrator to facilitate selection of winners. The GML PM drafts a letter for the AA/SMA (as Chair of the Judges) to request the NASA Administrator's concurrence on selected winners. The AA/SMA forwards the panel's selections to the NASA Administrator for final approval.

*The NASA Administrator reviews the selections by the Panel of Judges and approves the final selection of the GML Award winners. At an appropriate time, the NASA Administrator presents the GML Award trophies to the winners. In the past few years, the awards have been presented at the NASA Continual Improvement Conference in April. The Continual Improvement Conference press releases (done by NASA HQ Office of Public Affairs) will document the presentation of the GML Awards. This is out of scope for this process. (Internal Customer Feedback).*

6.12 GML PM Closeout:

The GML PM ensures that Quality Records are filed and then closes out the process.

## 7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Annual Guidelines	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
Call for Nominations	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
Notification of Selection as a Semi-Finalist	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 14.B.1.A	Keep 2 year then retire to FRC, transfer to NARA when 20 years old
Panel of Judges Selection Letter	OSMA Corres Control	OSMA Chron Files	Hardcopy	Schedule: 1 Item: 22.A	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old

## Appendix A: [Sample GML Guidelines Document](#)